

**IN THE CLAIMS:**

The text of all pending claims, (including withdrawn claims) is set forth below. Cancelled and not entered claims are indicated with claim number and status only. The claims as listed below show added text with underlining and deleted text with ~~strikethrough~~. The status of each claim is indicated with one of (original), (currently amended), (cancelled), (withdrawn), (new), (previously presented), or (not entered).

1. (Previously Presented) An information processing method for supporting a first staff who answers a telephone call from a caller on behalf of a second staff in charge of the caller, the information processing method comprising:
  - extracting information relating to the caller;
  - deciding a background color of a window based on a response method specified by the second staff in advance and indicating how to respond to the telephone call; and
  - displaying, on an information processing apparatus of the first staff, the information relating to the caller in a window with the decided background color.
2. (Previously Presented) The information processing method according to claim 1, further comprising:
  - extracting information relating to the second staff, wherein
  - the displaying includes displaying the information relating to the second staff in the window.
3. (Previously Presented) The information processing method according to claim 1, further comprising:
  - extracting information relating to a meeting between the caller and the second staff, wherein
  - the displaying includes displaying the information relating to the meeting in the window.
4. (Currently Amended) The information processing method according to claim 1, wherein if the response method indicates to deliver a message from the second staff to the caller, the displaying includes displaying contents of the message in the window.
5. (Previously Presented) The information processing method according to claim 1,

further comprising:

notifying the second staff by electronic mail, if the response method indicates to deliver a message from the second staff to the caller, of whether the message is delivered to the caller.

6. (Previously Presented) The information processing method according to claim 1, further comprising:

notifying the second staff by electronic mail, if the response method has not been specified and a future meeting is planned between the second staff and the caller, of a change in date or location of the future meeting.

7. (Currently Amended) A computer-readable medium, storing a program supporting a first staff who answers a telephone call from a caller on behalf of a second staff in charge of the caller, the program ~~causes~~causing a computer of the first staff to execute:

extracting information relating to the caller;

deciding a background color of a window based on a response method specified by the second staff in advance and indicating how to respond to the telephone call; and

displaying the information relating to the caller in a window with the decided background color.

8. (Currently Amended) An information processing apparatus supporting a first staff who ~~answers~~answers a telephone call from a caller on behalf of a second staff in charge of the caller, the information processing apparatus comprising:

a caller information extractor extracting information relating to the caller;

a background color decider deciding a background color of a window based on a response method specified by the second staff in advance and indicating how to respond to the telephone call; and

a display displaying the information relating to the caller in a window with the decided background color.